

- Administrative (funding and guidelines for services);
- Awareness of potential clients about DSB;
- Language (non-English speakers who need services);
- Legal status (right to work);
- Need for personnel who are trained to work with minorities; and
- Transportation.

Two other influencing factors are the language spoken and practiced religion of persons who are unserved or underserved. Spanish is spoken by about 5% of the population and those of Spanish speaking origin will continue to increase. This has implications for client recruitment and service provision. The dominate religion practiced in NC is Evangelical Protestant, which needs to be identified as a potential source of referrals and studied to determine its view of disability.

All three groups suggested that DSB focus on four areas to **improve services**. These are included in the recommendations.

Recommendations

The following are from the interviews and focus groups:

- Collaborate with other agencies to provide services and outreach to specific communities;
- Provide adequate funding to purchase assistive technology, provide travel funds for staff, and expand services;
- Conduct various types of public relations (such as television ads, public service announcements, free vision screenings) and outreach to schools, churches and other places to inform potential clients of DSB services; and
- Develop staff to meet the needs of cultural and linguistic minorities.

An additional recommendation is to add different religion's view of disability to multicultural training offered to DSB personnel.